When Seconds Count

Presented by:
Athena Walker
Public Education Coordinator
What is 9-1-1

- 9-1-1 Emergency System is your first source of help
- 9-1-1 Saves seconds
- 9-1-1 Saves lives
- 9-1-1 Is fast and easy
What is an EMERGENCY

- Crime
- Fire
- Serious injury or illness

*If in doubt, let us send them out!*
Who Responds When 9-1-1 is Called?

POLICE
FIRE
AMBULANCE
When Calling 9-1-1

- Speak clearly and slowly
- Do exactly as the 9-1-1 operator tells you during the call
- Do not hang up! Stay on the line until the operator tells you to disconnect
St Tammany Parish has seven (7) Public Safety Answering Points

- Covington Dispatch
- Mandeville Police
- Pearl River Police
- Slidell Fire Department
- Slidell Police Department
- Unifire Dispatch
Enhanced 9-1-1

- St Tammany Parish call centers are equipped with enhanced 9-1-1.
  
  - This allows the call-taker to see the caller’s phone number and address when calling from a landline
  
  - Wireless Phase I will only provide the caller’s phone number
  
  - Wireless Phase II will provide the caller’s phone number and approximate location
Inactive Cell Phones

- A 9-1-1 call can be placed from an inactive cell phone (a phone without a service plan).
  - The 9-1-1 center will not receive a phone number or location information
  - Give the call-taker your location immediately
  - If the call is disconnected call 9-1-1 back. An inactive cell phone cannot receive incoming calls, including those from 9-1-1
Emergency Medical Dispatch (EMD)

An Emergency Medical Dispatcher is a professional Telecommunicator that is able to determine a problem type and priority for the call, and use that information to:

- Provide Pre-Arrival Instructions
- Dispatch Life Support Units
- Provide other information to the caller
- Dispatch appropriate resources such as Police or Fire
Calling 9-1-1 From Any Phone

Be prepared to tell the 9-1-1 operator

- Name
- Address
- Phone Number
- Location of the emergency
- What kind of emergency
9-1-1 Tips

- The 9-1-1 system allows the operator to know where you are calling from if you are calling from a landline.

- If an individual calls 911 and is unable to speak, continue to stay on the line and DO NOT hang-up.

- Keep posted to the refrigerator:
  - list of current medication
  - any drug allergies
9-1-1 Safety Tips

- Check smoke detectors
  - Make sure detectors are placed near bedrooms and away from air vents.

- Check all cords in the home
  - Arrange furniture so that outlets are available without the use of extension cords.

- Check all rugs, runners and mats
  - Remove rugs or mats that tend to slide